

SCOPE OF WORK

Design and Development of a MIL Mobile App, Code name - '**Manthan**' to maintain a healthy relationship between Management and Employees where employees can submit Grievances, Ideas, suggestions, Feedback/survey, Knowledge Base and user experience. MIL mobile App shall comply all Cyber Security guidelines issued by GoI, CIRA/MoD (Cyber Information Research Agency/Ministry of Defence), NIC (National Informatics Center) and CERT-In. For design and development shall be as per scope of work as given below:

Requirements:

SL	Item description	UOQ	Qty	Delivery Period
A	Designing and Development of a MIL Mobile App, "Manthan" for opening a dialog between employer and employees.	Whole Job	1	A. 04 Months
B	Security Audit of the MIL Mobile App/APIs from CERT-In empaneled auditor(s) to obtain safe to host certificate. Suitable modification as per the CIRA advisors.			B. 01 Month
C	Annual Maintenance Contract of MIL Mobile App for One Year			C. 1 Year

This document broadly outlines the scope of work for the Design, Development, testing, Audit of MIL's MIL Mobile App named 'Manthan'. The developed App shall be available on Gov.In AppStore and APIs shall be hosted on NICSI cloud server.

To understand the requirement detailed Design/theme/template will be finalized by the vendor after approval of MIL authority before starting of the actual Development of the Mobile App. The App shall work seamlessly on a wide variety of cross platform devices like mobile or tablet or foldable device or devices like Chromebook through authenticated credentials of employees under MIL and its units. App shall support configuration changes to ensure app looks and works great in every screen size, aspect ratio, orientation and posture. Mobile app shall also support Android 12 & above and iOS 11 & above.

MIL is having its websites hosted on NICSI Cloud Server using technologies RedHat Linux OS, NGINX Web Server, PHP language and MySQL database.

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The Features for undertaking App Design and Development is as follows:

Key Features of the App:

Admin Roles:

Super Admin at MIL shall be responsible for creating sub admin role (Factory/Unit/Office Level) and giving rights and permission through role-based access control (RBAC). Super Admin will also create Master Data and overall management of roll based access of dashboard/analytics.

Sub admin shall be responsible for creation of creator/ approver roles and giving rights and permissions to creator/approver role.

Mobile app shall have provision for creation of roles by sub-admin for officers looking after HR/safety/quality/maintenance (Civil, Electrical, IT, Telephone, Services and Estate etc.) to resolve the issue at factory/units/offices.

Status of the resolved and pending issue along with time shall be reflected in the dashboard. Color coding may be given to un-resolved/pending issues, for pending issues upto 2 days marked as GREEN, after 2 days will be marked as RED and will be automatically reported to higher authority of respective factory/unit/offices under MIL.

For monitoring of the pending issues factory/unit/office wise report (periodical, daily, weekly and monthly) need to be generated at MILHQ level.

Creator Role:

1. Creator is responsible for lifecycle Management of individual user role, creator shall have options for bulk uploading of individual user/employee data (.csv format) as well as through forms. Creator shall also have right/permission for deletion/modification of user data (i.e. mobile no, email id and password reset link)

Verifier Role:

1. Verifier is responsible for verify the work of creator and have right/permissions to send back user data to creator role in case of any correction. After successful verification of user data then verifier will send user data to approver.

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Approver Role:

Approver is responsible for approving of the user data/permission/rights/replies.

Individual user/Employee

Individual user shall have options to download the MIL mobile app from the Gov.In AppStore & <https://munitionsindia.in> web site. After successful login of the user through two factor-based authentication method he/she will be asked to change the default password allocated to him by the system generated OTP. Individual user can not be possible to login into the MIL mobile app in other devices having different SIM other than the already registered SIM.

Individual user shall have to login through face recognition system along with the login credentials, two factor authentication and captcha.

Mobile App features:

1. Mission/Vision of the MIL shall be displayed in welcome screen along with employee of the month in same screen.
2. Mobile App shall have dashboard, analytics, thought of the day in Hindi and English. As well as any safety, quality, cyber security related dos and don'ts messages.
3. Suggestion form: The App shall be able to obtain suggestions from employees regarding various reforms related to ERP, IT, Industry 4.0, Quality 4.0, Danger building, STEC, GSDs, SI, SoPs, Cyber Security, Security, Fire, Services & maintenance, Cleanliness drive (Swatch Bharat Abhiyan), Scrap, Safety at work place, Environment, Health, Productivity & Profitability. These suggestions will be reviewed by the creator, verifier and approver role before presenting to the higher management.
4. **Grievance Redressal System:**
 - **Grievance Submission:** Employees shall be able to file grievances or complaints regarding any Service, work-related issue, including management, peers, safety concerns, etc.
 - **Track Progress:** Employees can track the status of their grievance from submission to resolution through Mobile App dashboard.
 - **Escalation Levels:** A clear escalation process shall be available if grievances are not resolved within a specific time frame.

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5. **E-Magazine Publication** (Rajbhasha):

- The App shall provide feature for uploading magazines Hindi/English e-Patrika as well as in local language, so that latest trends, events regarding workplace can be shared. The magazine shall focus on Best Practices followed by all units under MIL.
- A digital magazine within an employer-employee related mobile app can be a great way to share important updates, engage employees and promote a positive workplace culture.

6. **Employee Feedback & Surveys:**

- **Regular Surveys:** The App shall have feature for conducting periodic surveys to gauge employee satisfaction, concerns, and suggestions for improvements.
- **Suggestion/ Idea Box:** An interactive feature where employees can submit suggestions or ideas for workplace improvements.
- **No suggestion/Idea can be published without proper approval.**
- **Mobile app shall have facility for Employee to give their comments / likes / dislike / Star ratings / feedback to other employees ideas / suggestions / feedbacks**

7. **Communication Platform**

- **Direct Messaging:** The App shall have a secure internal messaging system for employees, managers through proper approval.
- **Announcements:** An area for official announcements from HR, management, or leadership shall be in App.
- **CMD's / Director's Desk:** App shall have facility to write messages from the CMD's /Director's login to address all employees.

8. **Workplace Safety & Compliance**

- **Safety Reporting & information:** While using the APP, the employees shall be able to access informative materials (uploaded by Admin) regarding workplace safety, especially relevant in the defense sector.
- **Incident Reporting:** In App there shall be a feature for employees to report accidents, unsafe conditions, or any health concerns.
- **Compliance Checklists:** Through App Employees can access internal compliance documents, policies, and safety standards, ensuring all employees are aware of their responsibilities.

9. **Workplace Quality & Compliance.**

- **Incident Reporting:** There shall be an option available in App, through which employees can address issues that affect product or service quality. It will include incident details and their affected areas. It will improve product / service quality, reduce risks and operational disruption.

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- **Quality Related information:** The APP shall be able to display informative material (uploaded by Admin) regarding quality standards, Benchmarking, work errors, Quality checking.

10. Recognition & Rewards

- **Employee Recognition:** There shall be a system to publicly recognize employees for their achievements, milestones, or exceptional work in the App.

11. Knowledge Based & Skill Development:

- **Online Learning Platform:** Through the App employee shall be able access to Training Calendar, certifications, and development programs to enhance skills in the defense industry.
- **Mandatory Training Alerts:** Notifications shall be circulated for mandatory training sessions, certifications, or safety briefings that employees need to complete.

12. Customizable Alerts and Notifications

- **Event Alerts:** Notifications about upcoming events, training, deadlines, or safety meetings shall be popup in the App.
- **Important Updates:** The App shall be able to send notifications for important updates, such as policy changes or new company regulations.

13. Digital Notice Board

- **Digital information:** There will be a Digital Notice Board in App where employees can see updates, Events Compliance, General Notices etc.
- **Media:** There shall be facility to attach images, videos, files etc. for Dashboard.

14. Security and Data Protection:

- **Two-Factor Authentication (2FA):** To ensure the security of sensitive employee data, there shall be a Two- Factor Authentication is mandatory.
- **Data Encryption:** Data will be encrypted through secure encryption methods to protect personal, financial, and confidential data.
- **Audit Trails:** There will be a system to track and record all actions taken within the app for transparency and accountability.

15. Employee Engagement & Social Well-being

- **Social Activities:** Information on company events, team-building activities, sports events, and cultural programs will be shared through this App.
- **Work-Life Balance Resources:** A Feature shall be available for sharing tips and resources for maintaining a healthy work-life balance, especially in a high-pressure environment will be shared through this App.

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16. Dashboard Overview

- **Information Overview:** Dashboard shall give broadly overview of data of different Units and Unit wise data shall also be available for data analysis to view reports at factory/units/office/HQ level.
- **Escalation Matrix:** Provision for Escalation Matrix shall be there in the App, which will ensure that problems are addressed promptly by the right people and HR/safety/ quality/ maintenance (Civil, Electrical, IT, Telephone, Services and Estate etc.) related issues will resolve within a defined timeframe.
- **Employee Statistics:** There shall be different statistics to be shown on Dashboard like No. of Active Employees, No. of Incidents Reported (Safety/ Quality /Maintenance), key metrics for all above key figures, No. of Grievances / Suggestions/ ideas, how many of them are resolved, escalation level, how many days taken to resolve those Grievances, Employee Satisfaction Score, Feedback, Survey's data etc.
- **Analytical Information:** Based on above explained different key figures, provision for making of Charts and Graphs shall be available for visualize data and help in analysis.
- **Policy Acknowledgements:** There shall be display of Company Policy, Mission & Vision.
- **Informative Media:** There shall be option for display latest informative videos, images related to safety, quality, maintenance etc.
- **Super Admin/Admin dashboard:** App traffic, User growth, concurrent users, Session duration, Proactive users, Resource utilization, incident resolution, login failure, unauthorized access, user satisfaction, transaction failure rate.

The scope of work for undertaking Mobile App Design and Development is as follows:

A. Trust and Credibility

1. The authenticity of the official status of the App must be established. Display the Munitions India Limited Logo in a reasonable size and noticeable location. The upper-left corner is usually the best placement.
2. It must be clear that there is a real organization behind the used App. The landing screen and all-important screens of the App MUST display the ownership information for the App preferably in the footer area.
3. The App avoids advertisements, especially pop-ups.
4. Each screen will be clearly branded so that the user knows he is still on the same App. The site will be free of typographic errors, spelling and grammatical errors.
5. The default human language of each screen of App can be programmatically determined.
6. Website/app security requires vigilance in all aspects starting from requirements through design and implementation to testing and deployment. Organizations shall implement appropriate security analysis, defenses and counter measures for protection of a website/app against malfunctioning, phishing, cyber-crimes, or

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- cyberattacks to avoid data loss of the organizations or customers or employees.
7. These systems shall provide secure API endpoints as well as role-based access control (RBAC), which can help minimize the risk of unauthorized access.

B. Overall look & feel

1. On all screens, the most important information (such as Dashboard, Analytics, frequently used topics, features, and functions) will be presented on the first screenful of information ("above the fold").
2. There will be a clear visual "starting point" to every screen.
3. Each screen on the App shall share a consistent layout.
4. The App shall be pleasant to look at.
5. The App will have a consistent, clearly recognizable look and feel that will engage users
6. Meaningful labels, effective background colors, and appropriate use of borders and white space help users identify a set of items as a discrete functional block.
7. The organization's logo will be placed in the same location on every screen of Mobile App, and clicking the logo returns the user to the most logical screen (e.g. the Landing screen of Mobile App).
8. A website/mobile App shall have layout standards, navigation strategies and technologies adopted, so that it can reduce the effectiveness of website.
9. A website/app shall be easy to use, accessible to all users, load quickly, have high-quality content, be secure, optimized for mobile devices and have a visually appealing design.
10. The website/app shall be designed and developed in such a way that they are accessible by all people, whatever may be their hardware, software, language, culture, location, or physical or mental ability.

C. Landing screen:

1. Landing Screen shall be user-friendly, befitting/appealing and well-constructed, so that it makes a suitable first impression to all who visit the site.
2. Key topic areas shall be presented in order of importance and shall be easy to scan.
3. Important announcement/circulars/notice shall be displayed on the Landing screen.
4. Landing screen shall clearly communicate the App's purpose, and show all major options available on the App.
5. The majority of the Landing Screen shall be visible 'above the fold,' and shall contain a limited amount of prose text.
6. Easy access to the Landing screen shall be provided from every screen in the site.
7. The detailed design of the Landing screen will be finalized in consultation with MIL.

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D. Screen Layout:

1. All items shall be appropriately aligned on the screens and layout shall be consistent
2. on all the related screen.
 - a. Style & Color scheme shall be consistent across the App.
 - b. The horizontal/vertical scroll bar shall be strictly eliminated during the screen design.
 - c. Appropriate screen layout shall be designed to eliminate the need for users to scroll vertically on elements within the App.
 - d. Use an adaptive screen layout that automatically adjusts the screen size of monitor/mobile/tablet/TV/Chromebook devices resolution.

E. Navigation:

1. An App's navigation scheme and features shall allow users to find and access information effectively and efficiently. Navigation tabs shall be located at the top of the screen, and look like touch versions of real-world tabs.
2. The navigation elements shall be clearly differentiated from each another and shall be
3. placed in a consistent way so that it can be easily located on each screen.

F. Search facility and feed:

1. A comprehensive search facility shall be available on search screen of App.

G. Security:

1. Implementing of Two Factor Authentication (2FA) and CAPTCHA in App is mandatory.
2. The App shall provide effective session management which ensure security and prevent unauthorized access.
3. The vendor will provide the security audit certificate from CERT-In empaneled auditor:
 - a. for the entire App. The audit shall include all the compliance points.
 - b. Free from OWASP Top 10 vulnerabilities.
 - c. Use of SSL/TLS encryption to protect the data between the server and the browser against eavesdropping. Also, it is to be ensured that playback attacks are not possible.
 - d. Detailed session management abilities - Provide for session settings such as idle or max session time-outs, concurrent sessions and other session control settings.
4. A website/mobile apps that are at the design or implementation stage may also be reviewed to ensure that their design, architecture, development and scope

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of audit conform to GIGW 3.0 and requisite approvals, resources etc. are tied up to ensure this. While GIGW embodies general guidance for government websites, web portals, web applications and mobile apps, particular website/app use cases may require adoption of higher norms and specific technologies.

5. WCAG 2.0 with additional guidelines to improve accessibility guidance for three major groups:
 - a. users with cognitive or learning disabilities, users with low vision and users with disabilities on mobile devices. ensures conformity with Level AA of WCAG 2.1. In all 17 new success criteria have been added to the new version.
 - b. It is based on the best industry security practices and guidelines such as ISO 27001, the
 - c. Application Security Verification Standard (ASVS) issued by Open Web Application Security Project (OWASP), OWASP Top 10 vulnerabilities and the Center for Internet Security (CIS) benchmarks as per the prevailing security policy.
 - d. W3C's Web Content Accessibility Guidelines (WCAG) covers a wide range of recommendations
 - e. for making Web content accessible. Implementing these guidelines will make content accessible to persons with disabilities. Details are available at <https://www.w3.org/TR/WCAG21/>. GIGW has been developed in accordance with level AA of WCAG 2.1 which are the latest guidelines on accessibility.
6. Website, web application, web portal or mobile app have been Security Audited and an audit Clearance certificate has been issued by NIC/ STQC/ STQC empaneled laboratory/CERT -In empaneled laboratory before hosting in production environment.
7. All passwords, connection strings, tokens, keys, etc. shall be encrypted with salted hash. There shall not be any plain passwords stored in config files or source code or in a database.
8. Below is an indicative checklist that can be considered for secure code development: (i) Input Validation (ii) Authentication & Password Management (iii) Session Management (iv) Access Control (v) Cryptographic Practices (vi) Error Handling & Logging (vii) Data Protection (viii) Communication Security (ix) System Configuration (x) Database Security (xi) File Management (xii) Memory Management.
9. Implement encryption for the transmission of all sensitive information. This shall include TLS for protecting the connection. Disable weak cyphers (SSLv2, SSLv3, 3DES, RC4, TLS v1.0, v1.1).
10. A CSRF (Cross-Site Request Forgery) token shall be included to prevent attackers from making unauthorized requests.

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11. If rest APIs are used, proper authentication shall be mandatory for security and access control, ensuring that only authorized users or applications can access protected resources.
12. File Upload Vulnerability shall not be allowed on the Mobile App.
13. Information Disclosure shall not be allowed.

H. Technologies used:

1. The Vendor should have experience of making and running successfully of Govt. App previously.
2. The App shall be accessible from various modern browsers on various operating systems such as Microsoft Windows, Linux and MacOS.
3. The App shall be developed using free and open source or similar tools and programming languages which are suitable for hosting on Linux OS with NGINX or Apache's httpd NIC webserver or similar technologies.
4. The database shall be MySQL or any database offered by NIC.
5. The scripting language at the client end shall be javascript and compatibility with all major and modern browsers must be ensured.

Compliance:

1. Ensure compliance with W3C guidelines.
2. Use the correct HTML tags for navigation features and content to allow screen readers and other software to access the content easily.
3. Compliance of IT Act, 2000 & its amendment and Aadhaar Act, 2016 for App and applications must be ensured.

Other Terms & conditions:

1. **Software Requirement Specification (SRS):** Based on the functional requirements gathered thorough study done by contractor through meetings and interviews with MIL employees, the contractor will prepare SRS document. After the SRS has been approved by MIL it will be the basis for development of the App. The contractor shall be in a position to re-develop & deploy the application after SRS approval by MIL.
2. **Training:** After the App is made operational and live, training shall be provided to the assigned IT personnel of MIL.
3. **Source code:** Before the App is made operational and live, the complete final source code of the App shall be handed over to MIL with complete rights for perpetual use and modification by MIL for its own purpose.
4. **Acceptance of supply:** The supply against the supply order shall be declared accepted after successful running of App for one months' observation period after hosting of App on NIC with security audit clearance. During one month

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observation period if any bug/technical issue/functional issue is identified in the App, the same will be rectified by the vendor without any additional charge.

5. **Change Management:** Updating of information published on the App will be done after confirmation received from the authorized personnel of the MIL.
6. **Test Plan & Acceptance:** Testing will consist of 30 mock trials covering different aspects of functionality of Mobile App. If the mock trials are successful, the App portal will be made live and the acceptance will be signed.
7. **Acceptance of supply:** The supply against the supply order shall be declared accepted after successful running of App for one month's observation period after hosting of App on NIC with security audit clearance. During one month observation period if any bug/technical issue/functional issue is identified in the MIL Mobile App, the same will be rectified by the vendor without any additional charge.
8. **Terms & Condition for AMC:**
 - Annual Maintenance contract for 1 year will be start after successful launch of the App on the NICS cloud server.
 - During AMC period the firm has to remove any software bugs/errors etc.
 - Firm will have to make changes in the App to cater to the need of publishing new category of information/new data during the AMC period without any extra cost.

9. **Payment Terms:**

This section provides details about the terms and conditions of payment towards the services, it may also include deduction of payment in case of faulty service. Some notable points under payment terms are as follows:

Cost:

- a. The cost of services quoted by the Service Provider shall cover all aspects of service delivery.
- b. Payment process towards items listed in requirement section of scope of work listed at SL A and B will be processed after successful delivery of the service. For this vendor has to submit quotation/proforma invoice mentioning cost breakup for items at sl no A, B & C.
- c. Payment of AMC mentioned at sl no C will be made on quarterly basis as per the quotation/proforma invoice received.
- d. The payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer. No advance payment shall be made to the Service Provider.

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Payment Cycle:

- a) 80% of the Payment shall be made after receiving "safe to host" certificate from the CERT-IN auditors.
- b) 20% of the Payment will be made after clearance of CIRA audit and successful Go Live of Application on NIC cloud server and App into Gov.in Appstore.
- c) The Service Provider submits the invoice to MIL on quarterly basis for the release of payment (For AMC).
- d) The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, services delivered & feedback received.

Payment Process:

- a) Payment shall be made only after submission of all the deliverables and invoices non-submission of the same may lead to delay/ deduction in payment.
- b) All the penalties/ non-compliance/ interest (if applicable) shall be settled before making the payments. Service Provider shall not have any objection on the same.
- c) Payment shall be made through bank transfer (e.g. NEFT/RTGS) only, in no circumstance cash/ cheque payment shall be made.

The **1. Super Admin/Sub Admin Manual** and **2). Factory/unit/offices under MIL Creator, Verifier, Approver user Manual** shall be prepared similar to the description given, wherein logo of MIL, the name of MIL units which are coming under MIL are to be incorporated. The list of units coming under MIL is attached as **Annexure "A"**.

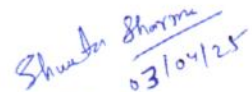
Factory Admin should use 'User name' and 'password' allotted by OFB for first login. After first login, factory admin should change his/her password.

Further the demonstration of the various functional aspects like Allotment of user ID, setting of Passwords, user login, Submitting the ideas/feedback/grievance etc., status of those ideas/feedback/grievance. To be shown to MIL/Factory reps to their satisfaction in order to confirm the smooth functioning of portal. The Mobile App shall seamlessly follow the path as per **Annexure "B"** details of same is also available in the above-mentioned manuals.

Further the issues reported by MIL/Factory users during the course of using various functions of Mobile App like missing applications at various stages. It must be suitably addressed by firm within 24 hrs of reporting of issue by MIL/Factory users.

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When developing an app for employee-employer relationships at **Munitions India Limited (MIL)**, especially in the defense industry, it's crucial to ensure that the app promotes a harmonious work environment, streamlines grievance redressal, and meets the needs of both employees and employers. Considering the sensitive nature of the defense sector, the app should also prioritize security, transparency, and ease of use.


DGM/HR
JWM/IT

Consignee details: -

Chairman & Managing Director
Munitions India Limited
2nd Floor, West Wing
Nyati Unitree, Nagar Road
Yerwada, Pune - 411006
(Maharashtra)

Annexure "A"

The name of units under MIL are as under

1. Munitions India Limited (**MILHQ**)
2. Ammunition Factory Khadki (**AFK**)
3. High Explosive Factory Khadki (**HEF**)
4. Ordnance Factory Dehu Road (**OFDR**)
5. Ordnance Factory Bhandara (**OFBA**)
6. Ordnance Factory Chanda (**OFCH**)
7. Ordnance Factory Varangaon (**OFV**)
8. Ordnance Factory Itarsi (**OFI**)
9. Ordnance Factory Khamaria (**OFK**)
10. Ordnance Factory Nalanada (**OFN**)
11. Ordnance Factory Badmal (**OFBL**)
12. Cordite Factory Arvankadu (**CFA**)
13. High Energy Projectile Factory (**HEPF**)
14. Ordnance Factory Institute of Learning, Khamaria, Jabalpur (**OFIL**)
15. National Academy for Defence Production, Ambajhari, Nagpur (**NADP**)
16. MIL Controllerate of Safety (**MILCOS**)
17. MIL Liaison Office, New Delhi (**MILLO**)

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Annexure "B"

The App shall be downloaded through any mobile or tablet or foldable device or desktop devices like Chromebook and its Blue print will be as follows:

For Users

1. Landing Screen
 - a. Login through authorized Credentials.
 - b. DashBoard will be displayed containing information Like:
 1. Important Notifications
 2. Recent Updates
 3. Safety, Quality, Maintenance related Policies
 4. Mission and Vision of Unit
 5. Training Updates and Calender
 6. Counting of Feedback/Suggestions/
 7. Ideas and Best Practice
 8. Video regarding Safety, Quality, Maintenance (Uploaded by Admin)
 9. Award and Recognitions
 10. Digital Magazine /Hindi Patrika
2. Options Available:
 - Submit Feedback/Suggestion/Grievances/Survey/Ideas
 - View Feedback/Suggestion/Grievances/Survey/Ideas
 - Profile Management
3. Submit Feedback flow
 - a. Select Feedback Type (Ideas / Feedback/ Grievance / any other)
 - b. Enter Details
 - c. Attach Screenshot (Optional)
 - d. Submit Button -> Confirmation Screen
4. View Feedback Flow
 - a. List of Submitted Feedback
 - b. Filter by Status (Pending, Resolved)
 - c. Click to View Details & Responses
5. Profile Settings
 - a. User Details
 - b. Notification Preferences
 - c. Logout Option

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For Admin

There will be two Admin role 1. Super Admin and 2. Sub Admin at each units/factory/offices under MIL. Sub Admin will create and assign role of creator, verifier & approver. Individual user can lodge the Grievance/Feedback/idea/Suggestion) etc. The responsible authority at unit level will give remark and try to resolve each Feedback/ Suggestion/Idea/Grievance/Survey. If the user will not satisfy, then through escalation he can forward his Feedback/ Suggestion/Idea/Grievance to higher level.

1. Landing Screen
 - a. Login through authorized Credentials (Face Recognition, OTP & Registered SIM)
 - b. Register New User & Bulk Uploading (Sub Admin role)
 - c. Options Available:
 - View Feedback/ Suggestion/Idea/Grievance/Survey
 - Profile Management
 - Give Remarks on those Feedback/ Suggestion/Idea/Grievance/Survey
 - Dissolve those Feedback/ Suggestion/Idea/Grievance/Survey
 - Dashboard/Analytics/Statistics
2. Profile Settings
 - a. User Details
 - b. Notification Preferences
 - c. Logout Option
3. Create/Modify/Delete User
 - a. Add/Modify/Soft Delete/Suspend User Details

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